

**PATENTS****UNITED STATES PATENT AND TRADEMARK OFFICE**

Application: 09/944,676

Examiner: Mosser

Filed: 08/31/2001

Art Unit: 3715

Inventor: Burgin, et al.

Atty Ref.: 1160215-0538115

Title: System and Method for Automated End-User Support

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**Confirmation No. 8505****RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Examiner Mosser:

In response to the Notice of Non-Compliant Amendment dated November 12, 2008, please amend the above referenced application as follows:

**Amendments to the claims** begin on page 2 of this paper.

**Remarks** begin on page 8 of this paper.